Iridium GO! FAQs

General

Q - Where will Iridium GO! ® work?
A - Iridium GO! will work anywhere on the surface of the planet.

Q - How many devices can I connect to Iridium GO!
A - Five. Iridium GO! will provide a satellite-backed Wi-Fi zone anywhere on the planet, enabling up to five devices to connect at one time to make calls, get emails, send text and much more.

Q - What accessories are currently packaged with Iridium GO!?
A – The following:
- Battery
- Universal AC Travel Charger
- USB Charging/Data Cable
- Four International Adapters
- DC Adapter (Car Charger)
- Protective Cover
- Legal Information Booklet
- GEOS Emergency Services Brochure

Q - How do I dial from my smartphone when using the Iridium GO! device?
A - Launch the Iridium GO! application, login and press the Call icon. To make a call, enter the full dialing sequence: 00 or +[Country Code] [Phone Number], or user the Country flag dropdown menu. Press the green key to initiate the call.

Q - What is the standby time of the battery versus talk time of Iridium GO?!
A - Battery stand-by time is up to 15.5 hours and battery talk time is up to 5.5 hours.

Q – How durable is Iridium GO!?
A - Iridium GO! has passed the Military Grade Durability Tests (MIL-STD 810F Test Procedures) and also has a IP65 Rating for being dust-proof and protected against jet-water.

Q - What are the coldest and hottest temperatures at which the Iridium GO! device can operate?
A -   -10ºC (14F) and +55 ºC (131F)

Q - What are the dimensions of the Iridium GO! device?
A - Length- 81.7 mm (3.22"), width- 119.81 mm (4.69"), depth- 33.44 mm (1.32"), Weight (approximate)- 300g (w/battery) / 225g (w/out battery)

Q – What is the number of user accounts that can be stored in the Iridium GO! device?
A - 20

Q – What is the data bandwidth/expected data speeds of Iridium GO!?
A – Iridium data communications are optimal for text-oriented and light graphical content using Iridium-optimized applications that can accelerate data speeds up to 15x using compression. Standard broadband applications will not operate with Iridium GO!. Standard data speed without data compression and optimization is 2400bps.

Q - How does Iridium GO! work?
A- Simply flip up the integrated antenna and the battery-powered unit connects quickly and automatically to the Iridium LEO satellite constellation to create an anywhere Wi-Fi hotspot within approximately a 30.5-meter (100 foot) radius. With the use of the Iridium GO! application, you can easily connect and operate up to 5 devices within this radius.

Q - What type of power supply is required to operate/charge the Iridium GO! device?
A - Iridium GO! comes with a universal AC travel charger with 4 international adapters and DC vehicle charger so it works with various power sources.

Q - Is there a hard-wired LAN connection option instead of the Wi-Fi hotspot for Iridium GO!?
A - Iridium GO! is designed for wireless connectivity over Wi-Fi networks and is not currently configured to support direct wired connections between a laptop and Iridium GO! using a USB cable.

Applications

Q – How do I login to the Iridium GO! application?
A – To login to the Iridium GO! application, press the Login button located at the bottom of the application home screen to enter your user name and password. The Iridium GO! application provides a default user name of Guest with a password Guest (both, the user name and password are case sensitive).

Q - What does the Iridium Mail and Web application do?
A - Through the Iridium Mail & Web application on your device you can send and receive email, surf the web, interact with social media (posting to Facebook and Twitter), send photos and get weather updates.

Q – Where is the Iridium GO! application available for downloading?
A – The Iridium GO! application will be available on the Google Play™ store and the Apple iOS App Store℠

Functionality

Q - Where do I check for the latest firmware of Iridium GO!?
A - For information on the latest firmware, please contact your service provider here.

Q - Is it necessary for an Iridium GO! user to have an active SIM card in their iPhone® or Android™ device in order for their device to connect to Iridium GO!?
A - No, Iridium GO! users do not need an active SIM card in their smartphones to connect with Iridium GO!. To download and setup mobile applications such as Iridium GO! app or Iridium Mail & Web app (or any other apps compatible with Iridium GO!), an iPhone/Android user would only need a Wi-Fi connection. Users can initially connect to their home or office Wi-Fi network, download and setup mobile applications/email through the respective app stores (Apple iOS App store℠, Google Play™ store) without a SIM card inserted in their phones. Once a user has downloaded respective applications, he/she can connect to the Iridium GO! Wi-Fi network and use the apps.

Q - Can I utilize my cellular network while connected to the Iridium GO! device?
A - Iridium GO! is designed to be used outside of the range of cellular networks. Iridium GO! can be used within the range of cellular and Wi-Fi networks but can (at times) cause automatic switching between Wi-Fi and cellular networks that can negatively impact the Wi-Fi connection between the smartphone and Iridium GO! device that is required to effectively operate Iridium GO!.

Q - How many voice calls can be placed simultaneously with Iridium GO!?
A - A maximum of one voice call can be placed at one time, however, SMS messages can be sent while the voice call is in progress.

Q - How many data calls can be placed simultaneously with Iridium GO!?
A - A maximum of one data call can be placed at one time, however, SMS messages can be sent while the data call is in progress.

Q - How many SMS messages can be sent simultaneously with Iridium GO!? Can 5 users send at one time?
A - Yes, all 5 users can send an SMS simultaneously.

Q - What is the maximum length of a short text message sent through the Iridium GO! application?
A - 160 characters.

Q - What is the maximum length of a long SMS (comprised of multiple 160-symbol messages) sent through the Iridium GO! application?
A - 1000 characters.

Q - Will I be prevented from typing more than 160 characters when sending a message through the Iridium GO! application?
A - No, the Iridium GO! application allows you to type up to 1000 characters.

Q - How will a long SMS be displayed when received through the Iridium GO! application- as one or several messages?
A - The Iridium GO! application will display a long SMS (more than 160 characters) as a single message.

Q - What happens once I reach the maximum number of characters for typing a message in the Iridium GO! application?
A - Once you reach 1000 characters (including the number of characters of the email recipient), you will be prevented from typing anymore.

Pricing

Q - What is the specific cost for an Iridium GO! device?
A - For pricing information, please contact one of Iridium's authorized service providers. For a list of service providers, please go to "Where to buy".

Q - What are the charges associated with utilizing the service for Iridium GO!?
A – You will need to contact your Iridium service provider to acquire information on the charges and fees associated with this service. Visit "Where to buy" on the Iridium GO! webpage.

Q – Can I use my Iridium handheld SIM within my Iridium GO! device or must I purchase one SIM for each device?
A – It is possible to use the same SIM card but billing costs may be different. Please contact your service provider for further information here.

Q – Am I charged for sending position data through Iridium GO!?
A – Yes, there is a charge for sending position data.

Technical

Q – Does Iridium GO! offer any physical connectivity such as Ethernet(RJ-45) , USB, or a RS232 port?
A – Iridium GO! will only connect to your smartphone via Wi-Fi.

Q – What type of battery does Iridium GO! use?
A – Iridium GO! uses a proprietary 3600 mAh Lithium-Ion battery technology.

Availability

Q - Where can I buy the Iridium GO! device?
A - Please visit the Iridium GO! product page and "Where to buy" section for a list of available service providers to purchase Iridium GO!.

Q - Can I include my name on a mailing list for announcements on Iridium GO!?
A - You can obtain the latest information about Iridium GO! on all Iridium social media channels
Facebook- My Iridium, Iridium Communications; Twitter; Youtube,; LinkedIn; and Iridium360.com.

Q - In what regions/countries will Iridium GO! be available?
A - Please visit the Iridium GO! product page and "Where to buy" section for a list of available partners in your region/country.

Troubleshooting

Q - What is my password?
A - The Iridium GO! application defaults with a user name of "guest" with a password of "guest".
The Iridium GO! device does NOT have Wi-Fi password unless it is configured.

Q - How do I set a Wi-Fi password?
A - To configure the Wi-Fi password, go to Advanced → Wi-Fi settings via the Iridium GO! application or from the Advanced Features portal (192.168.0.1) on your browser.

Q - Forgot my password?
A - Use the Restore button to clear passwords, or login as another user (if created) at 192.168.0.1 on your browser.

Q - How do I connect an external antenna?
A - Connect the small end of the External Antenna Adapter cable (sold separately, part number: WAAC1301) to the device and the large (TNC) connector to your Iridium certified external antenna. Secure the Iridium GO! device, and place the external antenna in a location with a clear view of the sky. Raise the device antenna to turn on Iridium GO! and to register with the Iridium network. The device antenna must be kept raised during operations of the Iridium GO!.

Q - No network registration?
A - Check for the following:
    a) SIM card installed,
    b) antenna in the elevated position,
    c) clear line of sight to the sky.

Q - Unable to make / receive calls?
A -
• Check that your antenna is raised and that the Iridium GO! device has a clear unobstructed view of the sky.
• Check that your smartphone is connected to the Iridium GO! Wi-Fi network.
• All calls made from the Iridium satellite system must be in international format. See "Placing a Call"
in Chapter 5 "Using Iridium GO! and your smartphone".
• Check the signal strength indicator. If the signal is weak, ensure that you have a clear line of sight to the sky and there are no buildings, trees, or other objects interfering.
• Has a new SIM card been inserted? Check that no new restrictions have been imposed.

Q - Cannot connect smartphone to Iridium GO! ?
A - Your personal device MUST be connected via Wi-Fi to Iridium GO! (ex. "Iridium-6088CC") in order for the Iridium GO! application to operate. Please check the Wireless Network Settings as they may have changed to another Wi-Fi network (such as your home or office Wi-Fi).

Q - The battery does not charge?
A -
• Check that the charger is properly connected to the device and the electrical socket and its contacts are clean and dry.
• Check that the battery contacts are clean and dry.
• Check the battery temperature. If it is warm, let it cool before charging.
• Battery performance declines after several years of use. You may need to replace the battery.
• Make sure you have an Iridium approved battery installed.

Q - Unable to hear ringtones?
A - Check that the Audio settings are enabled.

Q - Cannot use the Advanced Features portal configuration over Wi-Fi?
A - Check that the Wi-Fi network of the Iridium GO! device unit SSID is connected to the PC. Go to 192.168.0.1 in a browser, if DHCP has been disabled and the Static address is unknown, use the Restore button on the device.

Q - The following items may impact the Iridium GO! device battery consumption:
A - • Limited view of the sky – being located in an area with limited view of the sky requires the device to search for the Iridium network signal longer and can result in higher than usual battery consumption. To conserve battery power, it's best to operate the Iridium GO! device with a clear and unobstructed view of the sky when possible.
  • New batteries require two to three charge/discharge cycles prior to attaining normal performance. If your battery is new, we recommend that you perform these charge/discharge cycles.
  • As a battery ages, it will experience a decline in performance. If your battery is several years old, it is recommended that you replace it with a new battery.
  • Extreme hot or cold temperatures can impact a battery's performance. If you are operating the Iridium GO! device in these situations, you may see the battery charge levels impacted.

Q - The Iridium GO! device becomes warm during use.
A - You may notice this during long calls or during charging. The heat is produced by the electronic components within your Iridium GO! and is quite normal.

Q - No response to user controls including the power button.
A - Remove the battery from the device, and then reattach; this will cycle the power and reset. Confirm the battery is properly charged.